



Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

December 2, 2023

K4260-L04-0000002 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L04

APT ABC

123 ANY STREET

ANYTOWN, FC 1A2 B3C

COUNTRY



## NOTICE OF DATA BREACH

Dear Sample A. Sample:

Cardiovascular Consultants Ltd. (the “Practice”) believes that the privacy and security of your health information is important and is committed to protecting it. Regrettably, this letter is to inform you that we were recently the victim of a cybersecurity incident that may have involved some of your personal information, including health information. This letter explains the incident, the measures we have taken in response, and the steps you can take.

### WHAT HAPPENED?

On September 29, 2023, the Practice became aware that some of its computer systems were being affected by a cybersecurity incident. The Practice initiated incident response and recovery procedures, took steps to contain the incident, and began an investigation with the assistance of a third-party forensic firm. Based on what we have learned, we believe that, starting on or before September 27, 2023, the attacker(s) accessed certain systems, encrypted information, and stole some Practice information, which included personal information of our patients. As a result, we are notifying you to make you aware of the incident and offer resources to help protect your information.

### WHAT INFORMATION WAS INVOLVED?

If you are a current or former patient: The personal information on our computer systems may have included information that we maintain about our patients, such as your name, mailing address, date of birth, and other demographic and contact information, including emergency contact information, Social Security number, driver’s license and state ID numbers, insurance policy and guarantor information, diagnosis and treatment information, and other information from your medical or billing records.

If you are a financial guarantor on a patient account: The personal information on our computer systems may have included your name, mailing address, telephone number, date of birth, and email address.

If you are the policy holder/insurance subscriber on a patient account: The personal information on our computer systems may have included your name, mailing address, telephone number, date of birth, Social Security number, and insurance policy information, such as group or policy number.

### WHAT WE ARE DOING.

After becoming aware of the incident, the Practice initiated incident response and recovery procedures, took steps to contain the incident, and began an investigation with the assistance of a third-party forensic firm. The Practice is taking appropriate steps, including implementation of additional safeguards, to help prevent similar incidents in the future. We are notifying our patients to make them aware of the incident and offer resources to help protect their information. We also notified the U.S. Department of Health and Human Services of the incident.

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We understand you may have questions about how to protect your personal information. To help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: **March 31, 2024**. (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your activation code: **ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-800-442-5931 by March 31, 2024. Be prepared to provide engagement number B110208 as proof of eligibility for the identity restoration services by Experian. We hope you will take advantage of this complementary service.

#### WHAT YOU CAN DO

Although we have no evidence that any of your information has actually been misused, you should always remain alert by regularly reviewing your account statements and monitoring free credit reports, and immediately report to your banks and other financial institutions any suspicious activity involving your accounts. We also encourage you to enroll in the identity monitoring services that we have offered to you.

#### FOR MORE INFORMATION

The Practice has set up a dedicated, toll-free call center through Experian to answer your questions. For more information, please contact the call center at 1-800-442-5931 between the hours of 7 a.m. and 7 p.m. Mountain Standard Time. Please have your engagement number ready B110208.

We apologize for any inconvenience or concern that this incident may have caused you. The Practice takes very seriously the privacy and security of your health information and will continue to take steps to help prevent a similar incident in the future.

Sincerely,

Mark Wright, General Manager  
Cardiovascular Consultants Ltd.

Enclosure

**ADDITIONAL DETAILS REGARDING YOUR 24-MONTH  
EXPERIAN IDENTITYWORKS MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-800-442-5931. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



## GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**Credit Reports.** Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling 1-877-322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at [www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf](http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf), and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. **You may contact the nationwide credit reporting agencies at:**

Equifax	Experian	TransUnion
P.O. Box 105788 Atlanta, GA 30348 <a href="http://www.equifax.com">www.equifax.com</a> 1-800-525-6285	P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a> 1-888-397-3742	P.O. Box 2000 Chester, PA 19016 <a href="http://www.transunion.com">www.transunion.com</a> 1-800-680-7289

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Place a Security Freeze on your Credit Report.** You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. You can place a freeze and lift a security freeze on your credit report free of charge.

**You may contact the Federal Trade Commission (FTC) and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the FTC and/or your state's attorney general office about for information on how to prevent or avoid identity theft. You can contact the FTC at: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20508, [www.ftc.gov](http://www.ftc.gov), 1-877-IDTHEFT (438-4338).

**For District of Columbia Residents:** District of Columbia Office of the Attorney General, 400 6th St. NW, Washington, DC 20001, <https://oag.dc.gov>, (202) 727-3400.

**For Iowa Residents:** State law advises you to report any suspected identity theft to law enforcement or to the Iowa Attorney General, Consumer Protection Division, 1305 E. Walnut St., Des Moines, IA 50319, 1-888-777-4590.

**For Maryland Residents:** Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For Massachusetts Residents:** You have the right to obtain a police report if you are the victim of identity theft.

**For New Mexico Residents:** You have certain rights pursuant to the federal Fair Credit Reporting Act (FCRA). For more information about the FCRA, please visit [www.ftc.gov](http://www.ftc.gov).

**For New York Residents:** the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

**For North Carolina Residents:** North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.com](http://www.ncdoj.com), 1-877-566-7226.

**For Rhode Island Residents:** Rhode Island Attorney General, 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately eighteen Rhode Island residents impacted by this incident at the time of this writing.